# USER MANUAL
# SW-PRO 800/1100/1600/2200VA
## UPS / SAI - SINEWAVE - INTERACTIVE

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SW-PRO 800VA-2.200VA
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## 1. SAFETY INSTRUCTIONS

**WARNING**: This product has been designed to operate safely and reliably for years. Nevertheless, as it is an electrical device, it is required to read and understand this manual. Keep manuals as references for future consults.

**WARNING**: This product has been designed to be used indoors, protected of water, direct sun light and extreme temperatures. This device must not be used outdoors, close to moisture of heat sources.

**WARNING**: Do not set objects on this UPS. Handle with care. Do not block UPS ventilation.

**WARNING**: Make sure to connect this unit to proper power line according to selected model. The UPS Technical Specs sticker shows power rating information. DO NOT connect this UPS to any of its own power outlets.

**WARNING**: UPS must be installed following instruction from this manual.
The manufacturer is not liable for any damage that might rise from misusing this unit or defective installation.

**WARNING**: Only computer related equipment can be connected to this UPS. DO NOT connect medical equipments, life support equipments, microwave ovens, vacuum cleaners, refrigerators, or any other appliance to this UPS.

**WARNING**: UPS must be checked, repaired and maintained by qualified personnel only.

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**WARNING – ELECTRIC SHOCK RISK:**
Inside the UPS there are dangerous high voltages even when disconnected of power line, due to internal batteries

**WARNING:** In case of emergency turn off the UPS pressing Power Button, unplug it and call technical support.

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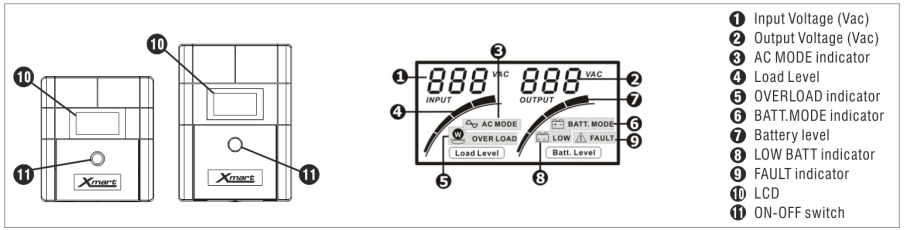
**Disposal:** We strongly recommend disposing this UPS according to regulations in your country to prevent possible environmental damages; besides some parts might be recycled.
**BATTERY WARNING**: DO NOT dispose batteries in fire as it might explode. DO NOT try to open batteries, there are dangerous liquids inside.

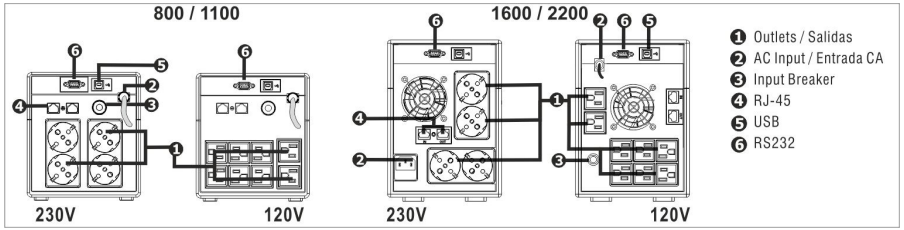
## 2. APPLICATIONS

This is an Interactive sine-wave type UPS. It is suitable for all kind of PC related applications, even those using active PFC power supplies.
Do not plug this UPS to electrical sources powered by generators. Usually electrical generators provide a poor quality power that will force this UPS to work erratically.

## 3. PRODUCT DESCRIPTION

SW-PRO 800/1100/1600/2000 series offers 4 different UPS models, all of them interactive type with internal automatic voltage regulation and sinewave output in battery mode.




## 4. INSTALLATION

**TO MAKE SURE UPS WILL BE ABLE TO OFFER YOU EXPECTED BACKUP, FIRST TIME PLUG UPS TO AC SOURCE DURING 4 TO 6 HOURS TO ALLOW RECHARGING INTERNAL BATTERIES.**

- This product leaves factory with battery fully charged, however during transportation and storage it may loose a non determined part of its charge; therefore we recommend plugging it to Power Line for 6 hours before using the UPS.
- Install this unit in any protected environment with a dust free air flow. Also corrosive vapours and conductive contaminants must be avoided. Do not use UPS outdoors or where either temperature or humidity exceeds tech specs. Install UPS at least 10 inches away from your monitor to avoid magnetic interference.
- Connect phone or LAN cable to RJ11/45 Jack Identified as “IN” and your Router or PC RJ45 port to RJ-11/45 Jack Identified as “OUT”. Plug UPS to a power outlet with a proper grounding. Connect your equipments to UPS power outlets.
- NEVER connect equipments with power consumption higher than Power Capacity of this UPS, such as Laser Printers or copiers.

**THIS KIND OF UPS IS NOT COMPATIBLE WITH GENERATOR POWER PLANTS. DO NOT CONNECT TO ELECTRICAL SUORCE SUPPLIED BY GENERATOR POWER PLANTS SINCE UPS WILL NOT WORK PROPERLY.**



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## 5. OPERATION

- For you to get higher performance of this UPS, it is important to understand how it works.
- This is an interactive UPS and protects your computer related equipments as well as your valuable information. When minor power failures occurs (electrical surges or sags), your UPS quickly regulates voltage by means of its voltage stabilization without using batteries. When failure slips out of the UPS regulation range (as in a black out), UPS inverter starts working to generate power from energy stored in the batteries so you can properly close all applications, save your data and close operating system.
- Under normal conditions, your UPS keeps charged and standing by.
- This unit is equipped with a LED indicator to let you know about UPS status.
- Power pushbutton is located in UPS front panel. To power up your UPS press power pushbutton once during 1 second. To power off your UPS press power pushbutton again for 2 to 3 seconds.
- Cold start function allows you to power up your UPS and your equipments even during power loss, thus your UPS acts like a small power generator

## 6. SOFTWARE

Our software offers great features to communicate your PC and UPS, allowing an effective management of UPS capabilities.
Software Downloading Procedure: Go to www.xmart-ups.com and select download section. Choose the appropriate version of “VIEWPOWER” according to your Operative System.

**PASSWORD:** To access as administrator the password to be used is: **administrator**
**VERY IMPORTANT: Download installation and operation manual as well; follow all instructions.**

## 7. BATTERIES MAINTENANCE

Batteries (despite its technology) are components that lose capacity after some time and usage. XMART cares for using first quality batteries in all UPS models.
Life expectancy may be shortened by some operation conditions. With higher temperatures and frequent use, batteries tend to lose capacity faster. When UPS is stored for long time it is important to recharge its batteries every 3 months. If batteries are not recharged they will finally get damage. This kind of damage is not a failure so it is not covered by warranty.
Batteries must be checked periodically to assure the appropriate back up.

## 8. TROUBLESHOOTING

| Problem | Possible Cause | Solutions |
|---|---|---|
| LCD is OFF even UPS is plugged in AC source | AC input is not connected well. | Check if the input power cord is firmly connected to the mains. |
| | AC input is connected to the UPS output. | Plug AC input power cord to AC input correctly. |
| Battery runtime is shorter than expected. | Batteries are not fully charged. | Charge the batteries at least 6 hours and then check the capacity again.<br>If the problem persists, please consult your dealer. |
| | Batteries need replacement. | Contact your dealer to replace the batteries. |
| Warning or fault icon is shown and alarm is continuously sounding. | Fan is locked or not working. | Check fans and notify your dealer. |
| | The UPS is overload. | Remove some loads first. Before reconnecting devices, please verify the total loads match the UPS capability specified in the spec. |
| Low battery icon is shown on the LCD screen. | Low battery. | Charge the UPS at least 6 hours. |

## 9. QUALITY / PERFORMANCE / SAFETY

| | |
|---|---|
| **SAFETY - LOW VOLTAGE DIRECTIVE (2006/95/EC)** | |
| **UPS Part 1-1: General & Safety UPS in accessible areas** | **IEC/EN 62040-1** |
| **ELECTROMAGNETIC COMPATIBILITY - EMC DIRECTIVE ( 2004/108/EC)** | |
| **UPS, Part 2, Electromagnetic Compatibility:** | **IEC/EN 62040-2** |
| Low Freq. Conducted Disturbances & Signals: | IEC/EN 61000-2-2 |
| Electrostatic discharge immunity Test: | IEC/EN 61000-4-2 (Level 2) |
| Radiated radio Frequency immunity: | IEC/EN 61000-4-3 (Level 3) |
| Electrical Fast Transient / burst immunity: | IEC/EN 61000-4-4 (Level 4) |
| Surge immunity: | IEC/EN 61000-4-5<br>Line to Line: Level 2<br>Line to Earth: Level 3 |
| **UPS Part 3: Methods of operation, specifications and test requirement** | **IEC/EN 62040-3** |
| **IT Equipments. SAFETY. Part 1: General Requirements** | **IEC/EN 60950-1** |
| **IP PROTECTION** | **IP20 (static)** |
| **QUALITY MANAGEMENT:** | **ISO 9001 : 2000** |
| **ENVIRONMENTAL MANAGEMENT:** | **ISO 14001 : 2004** |

Any modification made by user or operator may affect compliance of the safety and performance certifications listed above.
UPS manufacturer is not responsible of any modification made on the product or its accessories after it is manufactured.
This product is designed to operate in domestic and commercial environment.



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## 10. AFTER SALES SUPPORT & WARRANTY

**Support:** If a failure or problem is detected please check troubleshooting section in user manual. If problem cannot be solved please contact authorized service center or authorized dealer.

**Batteries:** Rechargeable batteries can be charged and discharged hundreds of times. However they will eventually wear out. This is not a defect or failure so that batteries wear out is not covered by this warranty.

Battery lifetime will depend of operative conditions like working temperature, type and frequency of discharging cycles. Higher the temperature shorter will be the lifetime. Frequent and deep discharging cycles also will short lifetime. For critical applications batteries should be revised and replaced periodically. Long storage (longer than 6 months) without required recharging will wear out batteries. This situation is not covered by this limited warranty since this is not considered as a defect. Check recharging instructions on user manual.

**Conditions Limited Warranty "PLUS"**

1.- Subject to the conditions of this limited warranty, this product is warranted to be free from defects in materials and workmanship at the time of XMART supplies the product.

Standard warranty times could vary depending on country/region or can be extended by purchasing warranty options. Please check warranty plans and extensions with your local distributor or revise in our web www.xmart-ups.com.

2.- If during the warranty period, this product fails to operate under normal use and service, due to defects in materials or workmanship, authorized distributor or service center will, at their option, either repair or replace the product in accordance with terms and conditions stipulated herein. Transportation expenses are not covered by this limited warranty.

3.- Warranty is valid only if the original invoice issued by XMART, specifying date of purchase, serial number and name of the dealer, is presented with the product to be revised. XMART and authorized partners reserve the right to refuse warranty service if any of this information has been removed, changed or missing in original invoice document.

4.- If product is repaired or replaced, repaired or replaced product will be warranted for the remaining time of the original warranty or for 90 days on repaired part from date of repair, whichever is longer.

5.- XMART or their distribution/service partners reserve the right to charge handling fee if returned product is free of failure or it is out of warranty because any of the reasons described in this warranty.

6.- If product is out of warranty a reparation proposal will be sent to the user for his approval. If proposal is not accepted, service center will keep product available for the user during 60 continuous days. After this period product would be disposed and user will not be able to rise any claim.

7.- Rechargeable batteries, like included in this product, will definitively wear out even under normal operation. This is not a defect or failure so it is not covered by this warranty.

8.- This warranty does not cover batteries wear out caused by improper or long storage (over 6 months without required recharging indicated in product manual). Even performing recharging procedure this product cannot be storage longer than 18 months. Problems on batteries caused by this kind of long storage are not covered by this warranty.

9.- This warranty does not cover product failures caused by installations, modifications or repair performed by non authorized person. If product is open by not authorized technician warranty will be considered void. This warranty does not cover failure caused by inadequate installation or maintenance, misuse, accidents, fire or floods.

10.- This product can include protection devices like input fuse or input breaker. Activation of this kind of devices is not a failure it is caused by an improper product installation. Input fuse or breaker reset or replacement is not covered by this warranty.

11.- This warranty does not cover damages produced during transportation from user to technical service caused by improper packing of the product by user.

12.- Warranty terms and conditions cannot be modified or extended by third parties without written approval of XMART.

**Limited Warranty "PLUS"**

- XMART does not warrant that the operation of this product will be uninterrupted or error-free during its lifetime. If product fails to work, the maximum liability of XMART under this limited warranty is expressly limited to the lesser of the price you have paid for the product or the cost of repairing or replacement of any hardware components that malfunction in conditions of normal use.
- In no event will XMART be liable for any damages caused by the product or the failure of the product to perform, including any lost profits or savings or special, incidental, or consequential damages. XMART is not liable for any claim made by a third party to XMART or to final user.
- XMART is not responsible for damage that occurs as a result of your failure to follow the instructions intended for this hardware product.
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## 11. TECHNICAL SPECIFICATIONS

| TECHNICAL SPECIFICATIONS | | | | |
|---|---|---|---|---|
| **MODEL** | **SW PRO 800** | **SW PRO 1.100** | **SW PRO 1.600** | **SW PRO 2.200** |
| CAPACITY | 800 VA / 480 W | 1100 VA / 700 W | 1600 VA / 1050 W | 2200 VA / 1400 W |
| **INPUT** | | | | |
| Voltage | 110/120 VAC o 220/230/240 VAC | | | |
| Input Range | 81 - 145 VAC / 162-290 VAC | | | |
| Frequency Range | 60 / 50 Hz (Auto-detection) | | | |
| Phases | 1 Ph | | | |
| **OUTPUT** | | | | |
| Voltage regulation (batt mode) | ± 10% | | | |
| Frequency Range | 60 Hz o 50 Hz ±1 Hz | | | |
| Transfer Time from normal to Batt mode | < 3ms typical | | | |
| Wave-form | Perfect Sinewave | | | |
| **BATTERIES** | | | | |
| Type | Valve Regulated Lead Acid | | | |
| Quantity | 1 | 2 | 2 | 2 |
| Capacity | 12V / 9AH | 12V / 7AH | 12V / 9AH | 12V / 10AH |
| Runtime (typical with PC + TFT 17") | 37 min | 47 min | 52 min | 57 min |
| Recharge Time (typical) | 4 hours to 90% cap. | | | |
| **PROTECTIONS** | | | | |
| Full internal protections | UPS overload, Shortcircuit, Batt overcharging | | | |
| Surge Suppression | 310 J | | | |
| Internet/Data Line | RJ11 / RJ45 | | | |
| **DISPLAY INDICATIONS** | | | | |
| LCD type Display | Working Mode: Normal or Battery, Battery level, Load level, Input/output Voltages, Alarms | | | |
| **BEEP ALARMS** | | | | |
| Battery Mode | 1 beep / 10s | | | |
| Battery Low Level | 1 beep / s | | | |
| UPS Overload (high load connected to UPS) | 2 beeps / s | | | |
| Battery Fault | 1 beep / 2s | | | |
| UPS Fault | Continuos Beep | | | |
| **PHYSICAL INFORMATION** | | | | |
| Dimension, D X W X H (mm) | 350 x 146 x 160 | | 395 x 146 x 205 | |
| Net Weight (kgs) | 8,3 | 9 | 11,6 | 12,25 |
| Outlets - Model 120Vac | 8 Nema 5-15R | | 8 Nema 5-15R | |
| Outlets - Model 230Vac | 4 Schuko (CEE 7/4) | | 4 Schuko (CEE 7/4) | |
| **WORKING CONDITIONS** | | | | |
| Relative Humidity | 0-90 % @ 0- 40°C (No Condensing) | | | |
| Noise | < 45dB @ 1m | | < 55dB @ 1m | |
| **COMMUNICATION** | | | | |
| USB (Serial - RS 232 Opcional) | Windows® family, Linux, Unix, Mac OSX | | | |

Specifications may change without further notice

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